

1 FEMALE VOICE: Uh-huh.

2 GEORGIA: Okay. I'm going to note to the account
3 you're going to do a check by fax for the 59.81.

4 FEMALE VOICE: Yes.

5 GEORGIA: Okay. Thank you.

6 FEMALE VOICE: Uh-huh.

7 GEORGIA: NOS Communications, Georgia speaking.
8 How may I help you?

9 DAVID: Yes, hi. This is David Decorator's
10 Nominating Services.

11 GEORGIA: Okay.

12 DAVID: I have a letter here that our --

13 GEORGIA: Okay, David. I have your account
14 number. I show that account is 30 days past due.

15 DAVID: Okay. The letter that I have it says
16 payment for services are due upon receipt and payment for
17 your invoice dated 5/19/98.

18 GEORGIA: Okay.

19 DAVID: That was the bill from May.

20 GEORGIA: Okay.

21 DAVID: We never got a bill for May. Now, I need
22 you to fax me a copy of that bill. We never got it. The
23 last one we had we the one from April. We paid that in May.
24 That was for 87.08.

25 GEORGIA: Okay. Yes, that's --

1 DAVID: That was paid.

2 GEORGIA: Okay.

3 DAVID: Now let me ask you: There's a charge of
4 13.75, which it says "inaudible" exchange, carrier charge.
5 Is that because we aren't using your company "inaudible"
6 described in your exchange?

7 GEORGIA: Okay. But, you are using our company.

8 DAVID: Right.

9 GEORGIA: Okay.

10 DAVID: But is that charge -- I mean how could you
11 describe me that charge?

12 GEORGIA: I can't really describe that charge,
13 sir. I don't know what it -- what you're talking about at
14 this point.

15 DAVID: Okay. Well --

16 GEORGIA: I'm trying to find out.

17 DAVID: Okay. Where it says our account activity.

18 GEORGIA: Okay.

19 DAVID: The only thing I have is the bill from --
20 we received this June 29. We just got it.

21 GEORGIA: Okay.

22 DAVID: Okay. And it says that we are past due.
23 Past due on something we didn't even receive.

24 GEORGIA: Okay. I can go ahead and I can --

25 DAVID: Can you tell me what was the balance on

1 that invoice?

2 GEORGIA: All I'm showing is just your PIC charges
3 was \$13.75.

4 DAVID: That's what I'm showing, yes.

5 GEORGIA: Yes.

6 DAVID: It says previous balance \$13.75.

7 GEORGIA: Yes.

8 DAVID: On my June.

9 GEORGIA: That's just your PIC charges.

10 DAVID: So, was there a balance for the month of
11 May?

12 GEORGIA: No.

13 DAVID: So, we never got billed for the month of
14 May.

15 GEORGIA: No.

16 DAVID: Now we just get the one from June and it
17 says that we are past due.

18 GEORGIA: Yes.

19 DAVID: Okay. So this is not the first time it's
20 happened. I mean we try to pay our invoices on time, and
21 this is the only account that we get statements saying that
22 we are past due, and which I don't think we are. Like I
23 said, we try to pay promptly. If it's due upon receipt,
24 then we try to send it out. We didn't know that before.

25 But now we try to just meet your terms and

1 conditions. I think just to get this letter saying that we
2 are past due, when we are really not, it's not our fault
3 that we never got that invoice.

4 GEORGIA: I just took care of the 13.75, sir. If
5 you could mail --

6 DAVID: Okay. Well, I know it's really not
7 anything that has to do with you. It's just when we
8 switched for you guys -- with you guys, it was something
9 that so many promises were made, and so far you know we've
10 been happy. The only problems that I'm finding by dealing
11 with your company is that billing, there's always something
12 wrong in the billing.

13 GEORGIA: Okay.

14 DAVID: I don't know if there would be a way of
15 taking care of that. Other than that, we have no
16 complaints.

17 GEORGIA: Yes. There's nothing I can do about the
18 billing in my department, sir.

19 DAVID: Yes, I know.

20 GEORGIA: Okay.

21 DAVID: Then unfortunately you know so many
22 companies keep calling and calling trying to make you switch
23 to their company.

24 GEORGIA: I understand.

25 DAVID: So far you're the company that we've done

1 business for a longer period of time.

2 GEORGIA: Yes. Well, I hope that we can at least
3 satisfy you as far as the service, sir, and I apologize for
4 the billing.

5 DAVID: Yes, the service is fine, and the prices
6 are competitive. It's just the billing department is really
7 not doing --

8 GEORGIA: Yes, it basically is a very -- it's a
9 very good company.

10 DAVID: I know it is. I mean I have no complaints
11 for the services. Basically the billing department is the
12 one just -- unfortunately, I have to take -- you know I have
13 a lot of things to do and I have to waste them when I
14 shouldn't waste any time.

15 GEORGIA: Yes.

16 DAVID: If somebody was doing their job correctly.
17 Now, I have to call you because almost every month we get a
18 letter saying that we are past due. But okay. We'll send
19 you the balance of 479.89.

20 GEORGIA: Okay. Thank you very much for calling.

21 DAVID: You have a good day. Thank you.

22 GEORGIA: Thank you, David.

23 FEMALE VOICE: Good morning, Eleanor Ruddy.

24 GEORGIA: Yes. Bill, please?

25 FEMALE VOICE: Hold on just a moment.

1 GEORGIA: Thank you.

2 BILL: This is Bill.

3 GEORGIA: Hi, Bill. This is Georgia from NOS
4 Communications.

5 BILL: Yes, ma'am.

6 GEORGIA: I had a note that you were going to mail
7 a payment out to us on the 22nd, and I'm just calling to
8 verify that payment had been mailed, because we hadn't
9 received it yet.

10 BILL: I don't know how many people are calling
11 from NOS, but I have faxed it, I have mailed it, I have done
12 everything. Where are you --

13 GEORGIA: Okay. I haven't seen that you faxed it,
14 and I -- it looks like other than I, there's only been one
15 person that called you on the 16th.

16 BILL: Pat Davis.

17 GEORGIA: Did she call you on this account?

18 BILL: Yes, ma'am.

19 GEORGIA: Okay. Because there's no note in here
20 that she called you.

21 BILL: "inaudible".

22 GEORGIA: Huh?

23 BILL: Is there a Greg or a George?

24 GEORGIA: Yes.

25 BILL: They called, too.

1 GEORGIA: They didn't put any note in here that
2 they called you, and so -- and you're the person -- I'm the
3 person that usually calls you. So, I absolutely have no --

4 BILL: I faxed yesterday a copy of the check so
5 they could do pay by fax.

6 GEORGIA: Okay. You did a check by fax yesterday?

7 BILL: Pat Davis.

8 GEORGIA: For which account? Because I don't see
9 a check by fax. This is account -- this is the one remember
10 I called you on that was \$2,237.97?

11 BILL: Something. There was a \$2,000 check that I
12 faxed to her yesterday.

13 GEORGIA: Okay. Let me look in your other account
14 and see if -- just one moment. Okay. That's for your other
15 account that was 60 days past due. You have two accounts
16 with us. Okay. That's why I was confused.

17 BILL: I continue to be confused --

18 GEORGIA: Pardon?

19 BILL: -- as to who will be calling me about which
20 account.

21 GEORGIA: Okay. It just happens to be I happen to
22 be the person that has this account. I never realized that
23 you were -- I -- Bill, that you were called yesterday in
24 regards to that. Because see, I had made a note when I
25 spoke to you last that you were going to mail me a check for

1 the 30 days past due, and I had just called to let you know
2 that I had not received a payment, and that was all. But
3 I'm sorry you're getting so many calls.

4 BILL: Yes, so am I.

5 GEORGIA: But you know you have two different
6 accounts so you'll have two different reps it looks like or
7 either having two different reps handle both accounts.

8 BILL: Okay. Lucky me.

9 GEORGIA: Lucky you.

10 BILL: Okay.

11 GEORGIA: I'll try not to be bad. I'll try to be
12 nice to you then.

13 BILL: Okay.

14 GEORGIA: Okay.

15 BILL: Thank you.

16 GEORGIA: Okay. Did you mail this one out for the
17 30-day past due?

18 BILL: I don't know. Now I'll go look.

19 GEORGIA: I appreciate that.

20 BILL: Who's going to call me later on today or
21 tomorrow about --

22 GEORGIA: I promise you I'm the only one that's
23 going to call you about this one.

24 BILL: About this one, but there's no way we can
25 consolidate the "inaudible"

1 GEORGIA: Now the other one is all paid in full so
2 they won't be calling you on that one. If you did the check
3 by fax for that other, they're not going to call you any
4 more on that other one.

5 BILL: Okay. Give me a call later then.

6 GEORGIA: Huh?

7 BILL: Give me a call later and I'll see where I
8 stand on this one, if I can find it.

9 GEORGIA: Okay. Thank you very much, Bill.

10 BILL: Bye.

11 GEORGIA: NOS Communications, Georgia speaking.
12 How may I help you?

13 SUSAN: Hi. I think I just spoke to you. I'm
14 calling from Dramadia Distributors.

15 GEORGIA: Pardon?

16 SUSAN: I'm calling from Dramadia Distributors.

17 GEORGIA: Okay. Do you have the account number?

18 SUSAN: No, I don't. They just told me to contact
19 Deborah.

20 GEORGIA: Okay. Your name is?

21 SUSAN: Susan.

22 GEORGIA: Susan?

23 SUSAN: It said extension 8764.

24 GEORGIA: Okay. Let me see if Deborah's
25 available. Just one moment. Susan?

1 SUSAN: Yes.

2 GEORGIA: Deborah doesn't seem to be at her desk
3 at this time. Is there anything I might help you with?

4 SUSAN: I was just calling saying that I'm going
5 to disconnect the long distance service in our office in
6 Georgia, and I would like to know to what address are those
7 forms being sent to?

8 GEORGIA: Okay. If -- do you have a phone number
9 for -- with the area code to that service?

10 SUSAN: Let me check.

11 GEORGIA: Thank you.

12 SUSAN: What city is long distance NOS?
13 770-455-8001.

14 GEORGIA: Okay. Just one moment. Let me see if I
15 can bring that up. Okay. Yes, I show that account is 60
16 days past due for that area. For the one in Georgia?

17 SUSAN: Yes.

18 GEORGIA: Yes, that account is 60 days past due.

19 SUSAN: I know. Can you tell me what address
20 those --

21 GEORGIA: Yes. That's going to 96 Clairmont Road,
22 Canton, Georgia.

23 SUSAN: 96 Clairmont. Okay. Because this is the
24 office of -- here in New Rochelle, and because we haven't
25 received any bills here. So that's why we need to turn off.

1 *So, I'm going to find out and get the payment to you as*
2 *soon as possible.*

3 GEORGIA: Okay. Ma'am, that payment has to be in
4 by a check by fax, because that service is due to be
5 disrupted.

6 SUSAN: It's what?

7 GEORGIA: That service is due to be disrupted if a
8 payment isn't done by check by fax so that the payment has
9 come into the -- into our company at -- right away. Is
10 there a fax number I can fax you over a check by fax form so
11 we can get that taken care of?

12 SUSAN: Sure. My number is -- our fax is
13 914-633-7670.

14 GEORGIA: 7670? Okay. What is due on that
15 account is 151.59. I'll fax you over that check by fax
16 form.

17 SUSAN: Sure.

18 GEORGIA: What you're going to do is you're going
19 to fill out all the information on that form, fill out the
20 check to NOS Communications and the representative you're
21 going to put on there is going to be Deborah.

22 SUSAN: All right.

23 GEORGIA: Okay?

24 SUSAN: D-E-B-O-R-A?

25 GEORGIA: Yes.

1 SUSAN: A-H, right?

2 GEORGIA: Yes. Your name again is?

3 SUSAN: Susan.

4 GEORGIA: Susan?

5 SUSAN: Yes.

6 GEORGIA: Okay. Susan, I'll go ahead and notate
7 this account.

8 SUSAN: All right. Thank you very much.

9 GEORGIA: Thank you.

10 SUSAN: Bye.

11 GEORGIA: NOS Communications, Georgia speaking. How
12 may I help you?

13 JIM SUTTON: Yes. I've been trying to reach Jerry
14 Chang for about a week.

15 GEORGIA: Okay.

16 JIM SUTTON: Every time I call him I talk to
17 somebody else, and they supposedly record the information
18 I've him them. Anyway, let me give you the account number.
19 The account number is 5200010307.

20 GEORGIA: 307?

21 JIM SUTTON: Right.

22 GEORGIA: Okay. I'm just finishing noting an
23 account, sir, and I'll be with you in just one second.

24 JIM SUTTON: What?

25 GEORGIA: I'm was just finishing noting an

1 account, and I'll be with you in just one moment.

2 JIM SUTTON: Okay. Now, I'm on a cellular phone
3 so I don't want to be tied up long.

4 GEORGIA: Okay. Yes, sir, just one moment. Sir,
5 I have to send a person a check by fax form, sir. It just
6 takes me a couple seconds to do that. I'm sorry.

7 JIM SUTTON: It's not been a couple seconds
8 though.

9 GEORGIA: Sir, I had to take care of this account.
10 I'm sorry. "inaudible" for Summit Telecom?

11 JIM SUTTON: Yes.

12 GEORGIA: Okay. I show that account is past due.
13 Thirty days past due.

14 JIM SUTTON: Ma'am, that's not the point. You see
15 the notes on there? I said I was wire transferring some
16 money in today. This afternoon.

17 GEORGIA: Okay.

18 JIM SUTTON: Is that on the account?

19 GEORGIA: I don't -- it looks like Jerry Chang had
20 notified you in regards to a returned --

21 JIM SUTTON: No, ma'am, I --

22 GEORGIA: -- check.

23 JIM SUTTON: Correct. It wasn't a returned check.
24 What it was is the bank made an error and stopped payment
25 on it.

1 GEORGIA: Okay. I don't see --

2 JIM SUTTON: The bank -- you don't see any
3 notation to that effect?

4 GEORGIA: I don't see anything as far as a wire
5 transfer, sir, on this account that you just gave me.

6 JIM SUTTON: Ma'am, I just told you I am wire
7 transferring the money this afternoon. I told Jerry that
8 yesterday.

9 GEORGIA: Okay.

10 JIM SUTTON: Extension 8852.

11 GEORGIA: Yes.

12 JIM SUTTON: Do you see that on the account?
13 Noted on the account?

14 GEORGIA: No, I don't, sir.

15 JIM SUTTON: Well, then can you get a message to
16 Jerry Chang?

17 GEORGIA: Yes, I can, sir.

18 JIM SUTTON: Will you have him call us back and
19 confirm that he got the message?

20 GEORGIA: Yes, I will, sir.

21 JIM SUTTON: Okay.

22 GEORGIA: And you're doing a wire transfer today
23 for how much, sir?

24 JIM SUTTON: We're going to do it for the 222.90,
25 and then I'm going to follow that up with another payment,

1 and I can discuss that with him, if I can ever get a hold of
2 him.

3 GEORGIA: Okay. I will definitely leave a message
4 that you called him and want him to contact you back as soon
5 as possible.

6 JIM SUTTON: Right. Every time I call him, I
7 always get somebody else.

8 GEORGIA: Okay. Is the correct number to call
9 you -- contact you back, sir, is 757-623-4130?

10 JIM SUTTON: No. It's 757-425-2800.

11 GEORGIA: Okay. I'll have him call you back right
12 away, sir. Is your name James?

13 JIM SUTTON: My name is Jim Sutton "inaudible".

14 GEORGIA: Okay. Jim Sutton.

15 JIM SUTTON: Jim Sutton. I'm the CFO there.

16 GEORGIA: Okay. I'll definitely give him that
17 message, sir.

18 JIM SUTTON: Okay. I won't be back in the office
19 for about an hour and a half, but the money will be wired by
20 two o'clock today.

21 GEORGIA: Okay. I'll definitely give him that
22 message, sir.

23 JIM SUTTON: Okay. Is this being noted in the
24 account?

25 GEORGIA: Yes, it will be, sir.

1 JIM SUTTON: Okay.

2 GEORGIA: Thank you.

3 JIM SUTTON: Thank you. Bye, bye.

4 GEORGIA: NOS Communications, Georgia speaking.

5 How may I help you?

6 ARLENE: Extension 8853.

7 GEORGIA: 8853?

8 ARLENE: Yes.

9 GEORGIA: Who are you calling for, ma'am?

10 ARLENE: Heather.

11 GEORGIA: Okay. Could I ask who's calling?

12 ARLENE: This is Arlene.

13 GEORGIA: Arlene?

14 ARLENE: Uh-huh.

15 GEORGIA: Okay. Arlene, just one moment, and let
16 me see if Heather's available.

17 ARLENE: Thank you.

18 GEORGIA: Ma'am?

19 ARLENE: Yes.

20 GEORGIA: Heather's away from her desk at this
21 time. Is there anything I might help you with?

22 ARLENE: Well, I have a message that she called.

23 GEORGIA: Okay. Can I put you through to her
24 voice mail then?

25 ARLENE: Yes.

1 GEORGIA: Okay. Thank you.

2 GEORGIA: NOS Communications, Georgia speaking.

3 How may I help you?

4 FEMALE VOICE: Hello? How are you? My account
5 number is 700127020.

6 GEORGIA: Okay. 127 what?

7 FEMALE VOICE: I'm sorry. 700 -- let me see.
8 7000127020-0000.

9 GEORGIA: Okay. Just one moment, ma'am.

10 FEMALE VOICE: Okay.

11 GEORGIA: This is for Artex International?

12 FEMALE VOICE: Yes.

13 GEORGIA: Okay.

14 FEMALE VOICE: We got a letter from you through
15 the mail. You said our account has the past due like for 47
16 days, but we don't think so. I --

17 GEORGIA: Yes, the account is 30 days past due,
18 ma'am.

19 FEMALE VOICE: How come? Is that possible you can
20 tell me?

21 GEORGIA: Okay.

22 FEMALE VOICE: That's because I thought we should
23 get like a -- some credit for us to transfer from the other
24 call operation to your call operation. That's what my boss
25 thought. He just told me you know you should have paid for

1 the all transfer fee for us for all the lines.

2 GEORGIA: Okay. What was the cost for that,
3 ma'am?

4 FEMALE VOICE: I do remember I mailed that to you.
5 I don't know where --

6 GEORGIA: Okay. I wouldn't have that, ma'am,
7 because I'm in the collections department. So, all I know
8 is -- all I can tell you right now is I don't see anything
9 as far as -- let me see.

10 FEMALE VOICE: "inaudible".

11 GEORGIA: Just one moment.

12 FEMALE VOICE: Yes.

13 GEORGIA: I'm trying to find out. It looks like
14 you made a payment in May.

15 FEMALE VOICE: Yes. That's only two. I don't
16 know why I got this letter from you. I do got the other --

17 GEORGIA: Okay. Because you --

18 FEMALE VOICE: -- from you. That's sent June 2.

19 GEORGIA: Okay. Ma'am --

20 FEMALE VOICE: Today's only June 30.

21 GEORGIA: All right. Let me explain to you:

22 Because when you made your payment in May, you only paid
23 \$447, and what was due was \$510.47.

24 FEMALE VOICE: Yes. That is -- some kind of
25 difference it should be all credit for us to transfer all of

1 our lines to your NOS.

2 GEORGIA: Okay. Do you have --

3 FEMALE VOICE: "inaudible" I already give all the
4 information to you with that check. I don't know why I
5 still get this kind of letter from you through the mail you
6 know.

7 GEORGIA: Okay. Because the account is past due.

8 FEMALE VOICE: Where should be all credit in this.

9 GEORGIA: Okay. Ma'am, I don't have that.

10 FEMALE VOICE: When we transfer all the line to
11 your NOS, your --

12 GEORGIA: Okay.

13 FEMALE VOICE: -- rep she already promised. She
14 should have paid those transfer fee for us.

15 GEORGIA: Okay. Do you have that information?
16 You could fax that to me.

17 FEMALE VOICE: What kind of information do you
18 need?

19 GEORGIA: I need the information showing me that
20 you did -- that we did agree to do a -- to pay for your
21 switching.

22 FEMALE VOICE: Right.

23 GEORGIA: I also need the amount that it cost.

24 FEMALE VOICE: "inaudible" I need your name. I
25 want to talk with your boss.

1 GEORGIA: Okay.

2 FEMALE VOICE: I want to tell him if he --

3 GEORGIA: Okay. Ma'am, I --

4 FEMALE VOICE: -- does not keep his promise, we

5 will --

6 GEORGIA: Ma'am, I cannot -- ma'am?

7 FEMALE VOICE: -- back to --

8 GEORGIA: Ma'am, I --

9 FEMALE VOICE: All right?

10 GEORGIA: I can't --

11 FEMALE VOICE: May I have your name, please?

12 GEORGIA: I cannot give you credits if I don't

13 have something to hand in.

14 FEMALE VOICE: He promise.

15 GEORGIA: I am in a different -- ma'am, I'm in a

16 different area than that person that talked to you. I'm in

17 a different area than the person that signed up. I don't

18 have that information. I have to have it in order to give

19 you the credit.

20 FEMALE VOICE: May I talk with your boss, please?

21 GEORGIA: Okay. Ma'am --

22 FEMALE VOICE: Also, I need you on hold.

23 GEORGIA: There's really no necessity to talk with

24 my boss, ma'am. All you have to do is fax me that

25 information.

1 FEMALE VOICE: You have no right to say it's
2 necessary or not necessary. I just want your boss.

3 GEORGIA: Ma'am, all I need is that information.
4 That's all you have to do is supply me with that
5 information.

6 FEMALE VOICE: I don't have that. You call us.
7 You want us to transfer all of that to your call operation.
8 You just told me through the phone that we will pay all the
9 fee for you if you transfer all the line to us.

10 GEORGIA: Ma'am, I did not make that agreement
11 with you. I don't have that in front of me. I need that
12 information in order for me to do that. I can do it, if you
13 can supply me with the information.

14 FEMALE VOICE: Why not you can't just give me your
15 name?

16 GEORGIA: My name is Georgia, and I'm asking
17 you -- all I'm asking you for is the information I need in
18 order to credit your account.

19 FEMALE VOICE: May I talk with your boss, please?

20 GEORGIA: Okay. Ma'am, my supervisor's not going
21 to handle something like this, when all I've ever asked you
22 to do is transfer me the --

23 MALE VOICE: Wait a minute. I'm just -- I'm
24 trying to read it.

25 JACKIE: DTN on this number.

1 MALE VOICE: Okay. 871-9418.

2 JACKIE: 9418. Correct.

3 MALE VOICE: Okay. Then I see that other number.
4 They have more than one account?

5 JACKIE: This is one account. Actually, it's
6 supposed to be two numbers on this account. I don't know
7 why the second number was not added in there.

8 MALE VOICE: No, they do have the fax number.
9 It's 879-6564.

10 JACKIE: Yes, but it should have been added you
11 know the same day as -- because we submitted both numbers
12 together and one was in on the -- the other one did not go
13 in. That's why this person got a bill from MCI.

14 MALE VOICE: Okay. I -- you know again, I know
15 collections and I can only -- I mean you're saying they
16 should have gotten this credit. I'm reading -- let's see.
17 We spoke also with a Ms. Langu. Okay. She's pretty much
18 saying the same thing. Let's see. Should -- Sandy Langu,
19 who we also spoke with --

20 JACKIE: Okay. Let me ask you --

21 MALE VOICE: I guess they're saying he should be
22 contacting the local carriers. What I'm -- is what I'm
23 reading. I'm only going by what I'm -- and I'm not saying
24 who's right or wrong, because you're talking about an area
25 that -- all have it to you in five minutes.

1 JACKIE: Okay. Could you --

2 MALE VOICE: No, I'm sorry. I was -- I'm talking
3 to another -- my apologies. Go ahead.

4 JACKIE: Okay. Could you -- okay. This person --
5 how many days overdue? Almost 60, right?

6 MALE VOICE: Very shortly they'll be 60. Let's
7 see. Right. I'm looking. As of the July invoice, they'll
8 be 60.

9 JACKIE: Right. Okay. Could you not disconnect
10 this account until we get this solved?

11 MALE VOICE: Sure. I don't have a problem with
12 that.

13 JACKIE: Okay.

14 MALE VOICE: Right now what I'm looking at --

15 JACKIE: Because there -- as soon as this gets
16 cleared away, he will pay the total amount, and we've been
17 working on this.

18 MALE VOICE: That's fine.

19 JACKIE: To correct this whole situation.

20 MALE VOICE: I have no problem with that. I just
21 need --

22 JACKIE: We're calling to let you know so that
23 this person doesn't get disconnected.

24 MALE VOICE: No, not a -- now what will happen is
25 he'll have -- now as long as we're talking a reasonable

1 amount of time. Now, what's a reasonable amount of time? I
2 assume a couple weeks you're talking about.

3 JACKIE: Yes.

4 MALE VOICE: That's fine. Excuse me one second.
5 Thank you. Yes, a couple weeks I don't see a problem with
6 whatsoever, and that's just what I'm reading here, because
7 I'm also reading a conversation where I guess he and a
8 Mr. Marco -- is that -- okay. Mr. Marco's with USBI.

9 JACKIE: Okay.

10 MALE VOICE: And this line was PIC'd early. He
11 didn't want "inaudible". Okay. That's what they're saying.
12 That evidently that the USBI is before that line came on to
13 NOS or A and I or however you want to -- that's what -- that
14 seems to be the line with them, and they obviously know that
15 stuff.

16 So, I -- it appears to me that you know they think
17 they have a legitimate statement here, but you know again
18 I'm not an expert at that and I would not profess to be an
19 expert at that. But back to your request, I have no problem
20 waiting. If you think a couple weeks is what's needed, I
21 have no problem with that.

22 JACKIE: Okay. I'll try to get this squared away.

23 MALE VOICE: Okay. Let me at least give the
24 number that he owes right now anyway, what we're showing.

25 JACKIE: 905.

1 MALE VOICE: That's for both months.

2 JACKIE: Okay.

3 MALE VOICE: Well actually, it's not that much
4 anymore, because they already gave him one credit of 214.13.

5 JACKIE: They did?

6 MALE VOICE: Yes.

7 JACKIE: Okay.

8 MALE VOICE: That's what I was mentioning. They
9 gave him that credit. So, 691.93 would clean him up.

10 JACKIE: 691.93.

11 MALE VOICE: Yes, ma'am.

12 JACKIE: Okay. Thank you.

13 MALE VOICE: No problem. Thank you, Jackie. Bye,
14 bye.

15 JACKIE: Bye, bye.

16 FEMALE VOICE: Hello?

17 ANGEL: Yes. Are you guys open today?

18 FEMALE VOICE: No, we don't open until Monday.

19 ANGEL: Okay.

20 FEMALE VOICE: Is this Angel?

21 ANGEL: Yes, it sure is.

22 FEMALE VOICE: What did you need?

23 ANGEL: I was going to order lunch, but that's
24 okay, sweetie.

25 FEMALE VOICE: You can -- well --